

Handling Grievances and Disciplinaries - Managing Casework



Reps are often called upon to support members through individual casework. This includes grievances and disciplinaries, capability procedures, contract changes, TUPE consultations, pay and pensions issues, health and safety concerns, and consultations on restructures and redundancies. That's quite a long list! The processes are often highly bureaucratic, and the thought of messing up can be terrifying considering the possible consequences for the member.

Don't panic! It's simpler than it looks!

Although these processes vary widely, principles of good casework management apply to all. Armed with these principles, reps will be able to:

- **Analyse** the case and develop an effective strategy for achieving the member's desired outcome;
- Have the **confidence** to represent members in hearings and manage cases **effectively**;
- Avoid common **pitfalls** and **problems**;
- Advise members of their **options** at each stage so they remain **in charge** of their case;
- Find **information** and other sources of **advice** and **support** quickly and efficiently when needed; and
- Significantly **increase** the chances of a **successful outcome**.

The Training

Primarily focussed on grievances and disciplinaries, this half day training will provide a standard framework for managing cases, and a comprehensive handout:



- 11am–2pm, followed by lunch
- **Saturday 1st December 2018**
- Unite London & Eastern Region
- 33-37 Moreland Street, London EC1V 8BB ([Map](#))

The training is open to all representatives and activists. Lunch will be provided. Travel, accommodation and carer costs can be paid but please advise us in advance. If your employer does not recognise Unite, we can pay salary replacement for unpaid leave - please discuss this in advance.

Please register [here](#) so that we know how many to cater for.

Outline of the day



- **Exercise 1:** We will work through a case study in 6 scenes, with a group discussion as each scene is presented, after which we present an outline of key considerations.
- **Break:** With light refreshments
- **Exercise 2:** You will prepare to represent a member at a hearing based on what has been learnt. You will role play the representation.
- **Lunch:** Provided by the branch
- **Handout:** A comprehensive, step-by-step guide to handling casework.